

Complaint about childcare provision

EY450091/C284166

Date: 24/08/2016

Summary of complaint

On 12 May 2016, we received a provider notification that raised concerns about the suitability of staff working with children. The notification means that the provider met their legal responsibility as set out in the Early Years Foundation Stage welfare requirements to notify Ofsted of any significant event, which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. On the 29 June 2016, we received a complaint that raised further concerns about how staff manage children's behaviour.

Ofsted conducted an investigation to look into these concerns to see whether the setting was meeting Early Years Foundation Stage welfare requirements relating to: suitable people, safeguarding practice, safeguarding policy and managing behaviour. In addition, we considered the requirement relating to staff qualifications, training, support and skills.

We found that the provider had followed their safeguarding procedures. They had notified the relevant agencies with statutory responsibilities without delay of their concerns. They took immediate action to reduce any risks to children by carrying out an internal investigation. The findings of this investigation led to the provider taking disciplinary action against a staff member. In addition, the provider took immediate action to reduce any risks to children by reviewing the behaviour management and key person system. During the visit, staff demonstrated that they use suitable behaviour management strategies and have up-to-date training for behaviour management.

We are satisfied that the provider took prompt and appropriate action to ensure they continue to meet the requirements for registration.

The provider remains registered with Ofsted.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted